

CUSTOMER SUCCESS STORY

NetMotion enables Alan Boswell Group to work from home seamlessly, provides exceptional end-user experience

The Challenges

Alan Boswell Group is an independent insurance broker and financial planning firm, known for its excellent customer service and expert advice on insurance, risk management and financial services. The Group serves clients all over the UK from ten regional offices, with financial advisors, claims personnel, and management frequently needing to access sensitive data from home or out at a client's location. Often, cellular and Wi-Fi connectivity is unreliable, making it difficult to stay productive and complete jobs due to disconnects and repeated logins. The Group desperately needed a more robust remote access solution. After first evaluating and purchasing NetMotion, the IT team was suddenly faced with the unexpected challenge of transitioning the entire staff to a work from home environment because of the COVID-19 pandemic. Not only did the IT team need to provide equipment for remote working, it also needed to ensure that employees had access to all of the files and systems that they had used in the office while ensuring a seamless user experience without disrupting the business.



Moving to NetMotion was a breath of fresh air. It just works!

Tom Fisk, IT operations manager
Alan Boswell

The Solution

Alan Boswell Group uses NetMotion's remote access solution across all of its devices, for laptops, tablets and desktop PCs, to eliminate dropped connections and multiple logins. Offering a better user experience than their legacy virtual desktop solution could, the Group didn't hesitate to install NetMotion on all devices. "The remote user experience of NetMotion and our old solution are worlds apart," said Tom Fisk, IT operations manager. With NetMotion, IT can easily troubleshoot issues remotely and quickly deploy company-issued devices that are configured to connect to the network securely. This has

also given the IT team the confidence to roll out new applications such as Microsoft Teams for virtual client meetings, with the knowledge that NetMotion will optimise video and maintain connections. Prior to NetMotion, claims assessors needed to carry reams of paperwork to each site, not knowing what files they would need. Now, however, they only need a laptop because they can access the document management system from anywhere.



With the sudden shift to working from home, many businesses will need to reassess their remote access strategies. Virtual meetings have been forced upon lots of people and will become the new normal for many organisations. I'm looking forward to what the future holds and how modern technology, like NetMotion, will be the foundation."

Tom Fisk, IT operations manager
Alan Boswell

The Results

NetMotion delivers a modern, remote access solution that will serve as the fundamental technology to support Alan Boswell Group's existing and future mobile strategy. IT can quickly resolve any connectivity issues, giving end users a seamless experience with a single login across any network. Importantly, the organisation also remains compliant with UK financial authority regulations which require an always-on tunnel.

- Successfully transitioned 360 staff to 'work from home' in 72 hours
- Simplified remote troubleshooting for IT
- Enhanced user experience with secure, seamless access to home and third-party Wi-Fi networks
- Secure and reliable access to documents from anywhere, even out in the field
- Enhanced business continuity during pandemic office closure